

HOSPITALITY MANAGEMENT OPERATIONS 1

ACTIVITIES

Course Code: 5476

A. Hospitality and Tourism Career Exploration

- 1. Analyze career opportunities in hospitality and tourism.**
 - Perform Internet searches.
 - Research and present findings on key individuals in the industry.
 - Use state-of-the-art career search materials.
- 2. Incorporate individual career objective into the career portfolio.**
 - Develop a career portfolio to include a resume, cover letters, letter of application, application, hospitality Internet job sites, letters of recommendation.
 - Design business cards.
 - Invite personnel managers from full service hotels.
 - Plan field trips.
 - Set up shadowing experiences.
 - Design and send thank you notes.
- 3. Illustrate professional dress and grooming for employment.**
 - Design a project on professional dress for employment.
 - Invite guest speakers.
- 4. Demonstrate professional and ethical behavior on the job.**
 - Invite individuals from Dept of Corrections-sponsored programs.
 - Invite past offenders (SLED, Internet fraud, AA, NA, etc.).
 - Collect newspaper articles related to ethical and unethical workplace behaviors.
 - Role-play various situation depicting proper and improper behavior on the job.
- 5. Analyze current employment trends and advantages and disadvantages.**
 - Research on current employment trends on the Internet.
 - Visit United States Chamber of Commerce website.
 - Examine classified ads, advertisements, SCOIS, etc.

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B. Communication, Human Relations, and Interpersonal Skills

- 1. Measure the impact customer relations have on the success of the hospitality industry.**
 - Invite guest speakers from industry.
 - Identify and compare amenities that relate to types of lodging.
 - Analyze and match amenities with the appropriate lodging facility.
- 2. Demonstrate the verbal, nonverbal, and written communication skills needed in a hospitality setting.**
 - Create power point presentations.
 - Demonstrate the use of PBX.
 - Demonstrate various skills through role-plays, memo writing, POS System, E-mail etiquette, proper handshakes, etc.
- 3. Devise verbal and written conflict resolution techniques.**
 - Practice writing letters responding to guest complaints.
 - Discuss and use techniques that empower employees.
 - Plan and implement some teambuilding activities.
- 4. Explain how diverse cultures and special needs affect the hospitality industry.**
 - Visit the local chamber of commerce.
 - Invite guest speakers from industry.
 - Role-play various cultures and special needs that customers may have.
 - Invite guest speakers to represent different countries.
 - Research American Disabilities Act.
 - Develop customer and/or culture profile sheet.

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C. Safety, Chemical, and Security Management

- 1. Explain safety and sanitation standards as they relate to different departments.**
 - Contact DHEC and invite guest speakers.
 - Examine an MSDS (Material Safety Data Sheet).
 - Conduct DHEC inspection on school food service area and the maintenance department at school.
 - Shadow a DHEC inspector during a food service inspection.
- 2. Evaluate industry regulatory codes (OSHA and DHEC).**
 - Obtain copies of the industry codes from OSHA and DHEC most available on line.
 - Develop a checklist using the OSHA and DHEC industry codes.
- 3. Interpret labor laws as related to the hospitality and tourism industry.**
 - Invite a labor lawyer speaker or personal manager from industry.
 - Produce a students PowerPoint on labor laws.
 - Investigate health issues related to the hospitality and tourism industry.
 - Research various resources - Internet research, DHEC, college programs, Serv Safe program training materials.
 - Invite guest speakers – Doctors, Dietician, school nurse, biology teacher, and health occupation teachers.
- 4. Identify guest safety and security issues.**
 - Invite guest speakers- local police or sheriff department, fire department fire safety.
 - Develop a project on safety issues.
 - Identify safety issues around the school.

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D. Rooms Division

- 1. Outline the front office procedures.**
 - Mock check-in and checkout.
 - Simulate reservation taking.
 - Take field trip to hotel/motel to observe check-in procedures.
 - Demonstrate phone etiquette.
- 2. Research technology components of reservations: Internet, central, and hotel direct.**
 - Research internet for reservations, research travel sites, hotel sites, airlines, - speaker phone in class to listen to agents on national chains 800 numbers, compare central to hotel direct
- 3. Determine the responsibilities of the accounting department to include night audit.**
 - Conduct a sample night audit, hotel industry accountant, closing on the date.
- 4. Determine the responsibilities of housekeeping personnel.**
 - Request a checklist from industry.
 - Invite a guest speaker –executive housekeeper or rooms division manager.
 - Examine the inspection process of the school.
- 5. Identify factors involved in guest room cleaning.**
 - Explain the contents and importance of a status report?
 - Show and tell from industry on equipment used for room cleaning, MSDS,
 - Bring in an example of something that could affect housekeeping.
 - Hold a mock training.
 - Take a field trip for to observe/participate in a room inspection.

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E. Hospitality Partners

- 1. Explore hospitality partners (entertainment, recreation, attractions, and travel services).**
 - Use Internet sites to examine local Chamber of Commerce, local Convention and Visitors Bureau, local Economic Board, South Carolina Parks and Recreation and Tourism, Local and regional field trips.
 - Create a brochure on local attractions.
 - Develop a flyer for upcoming community event, using calendars from local convention center or concert hall.
 - Plan a trip to include flying and car rental, obtained from county recreation commission information.
- 2. Identify South Carolina's tourism regions as classified by the South Carolina Department of Parks, Recreation, and Tourism.**
 - Go to Discoversouthcarolina.com and order free travel guide explaining the regions.
 - Visit or call the local Welcome Centers to get information.
 - Videotape or develop a multimedia presentation covering an area within a 30 miles radius of your home.
- 3. Identify major domestic and international destinations.**
 - Create a collage on a place you have visited or would like to visit.
 - Search the Internet for international vacation spots.
 - Take a virtual trip by research a specific vacation spot.
- 4. Create itinerary and travel package using hospitality partners.**
 - Create hotel and itinerary for foreign and domestic travelers.
 - Contact Disney and local travel agencies for samples.
 - Invite a guest speaker and/or take a field trip to Travel Agency.
- 5. Research transportation and travel services.**
 - Use Internet website to design your own Travel Agency.
- 6. Describe professional organizations related to travel and tourism and their functions.**
 - Research professional organizations through trade magazine,
 - Internet and guest speakers.
 - Act as a representative from a professional organization and market the organization to others.